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RIGHT TO INFORMATION

ఆంధ్రప్రదేశ్ రాజపత్రము

THE ANDHRA PRADESH GAZETTE

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PART I - NOTIFICATIONS BY GOVERNMENT, HEADS OF DEPARTMENTS AND OTHER OFFICERS

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NOTIFICATIONS BY GOVERNMENT

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES DEPARTMENT (CS-I)

FORMATION OF MANDAL CONSUMER INFORMATION CELL - DEPUTY TAHSILDARS (CIVIL SUPPLIES) TO NOMINATE AS IN-CHARGE OF THE MCIC.

[G.O.Ms.No.30, Consumer Affairs, Food & Civil Supplies (CS.I), 12th December, 2022.]

1. CP Act, 2019.
2. First meeting of State Consumer Protection Council held on 24.11.2022.

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ORDER:

The Consumer Protection Act,2019 came into force on 20th July,2020 with new features. The Government of India advised to take this new Consumer Protection Act,2019 into the people in all possible ways. As a part of this, State Consumer Protection Council meeting has been conducted on 24.11.2022 under the Chairmanship of Hon'ble Minister for Civil Supplies.

2. In the reference 2nd read above, a decision has been taken during the meeting, to take up year long campaign on Consumer Awareness and accordingly to launch series of activities on the eve of ensuing National Consumer Day on 24th December, 2022. As a part of these activities, the Commissioner proposed to set up Mandal Consumer Information Cells to disseminate information on the Act and more specifically on the consumer rights and nominate the Deputy Tahsildar (Civil Supplies) as In-charge of the cell. Having gone through the proposal, it is decided to constitute Mandal Consumer Information Cell designating DT CS as Officer in –Charge

3. The Deputy Tahsildar (Civil Supplies) who is In-charge of Mandal Consumer Information Cell shall take up the following activities:

1. He/She shall act as an Ambassador for all the activities taken up under Consumer Protection Act,2019 at Mandal level.

2. The In-charge of Mandal Consumer Information Cell has to attend instructions issued time to time under Consumer Protection Act,2019 and grievances received from various modes have to be recorded/registered and follow up action to be taken for Redressal and furnish the report to the Collector(CS) who in turn furnish the same to Commissioner of Civil Supplies.

3. During field visits, CS DT and In Charge MCIC shall take efforts to explain to the people about features of Consumer Protection Act,2019 and about accessible redressal mechanism provided in the Act for speedy disposal of Cases in Consumer Commission.

4. Encourage and guide the aggrieved consumers to consider filing cases in Consumer Commissions

5. Publicity on the toll free helpline number meant for consumer grievances in the Office of Commissioner of Civil Supplies 1800 425 0082/1967.

6. Coordinate with Consumer Voluntary Organizations in the Mandal for conducting awareness programmes. Efforts should be made to generate interest among stakeholders for formation of new NGOs especially in rural and Tribal areas.

7. Distribute Pamphlets and broachers supplied by the CCS office and other Departments with the help of Consumer Voluntary organizations.

8. Form consumer clubs in schools and colleges

9. Co-ordinate with the staff of the Grama/Ward Sachivalayams for conducting awareness programs/activities under the Act at village and ward level .

4. The Collectors(CS) of all distracts are hereby directed to issue orders notifying Deputy Tahsildar (Civil Supplies) as In-charge of Mandal Consumer Information Cell (MCIC) .

H. ARUN KUMAR,
Ex. Officio Secretary to Government.

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